Public Assistance Application Process After Modernization

ENTRY POINT	APPLICATION	DOCUMENTATION	PROCESSING	STATUS	OUTCOME

INTERNET

Applicant starts application by answering questions on the computer

Applicant completes the online application and signs electronically

OR

Service Center prints answers provided on application and mails to applicant's home to complete and sign

Copies of required documents (identification, income, etc.) are mailed, FAXed or dropped off at Local DFR Office

Documents received by mail or FAX are scanned at Document Center to become electronic files. If more information is needed or an interview is necessary, a notice is mailed to the applicant.
(**NOTE:** Local DFR Office can scan documents for Document Center)

Applicant can check status on Internet, with 24-hour call system or with Call Center Representative during business hours

When application is approved or denied, a mailed notice will let applicant know.

TOLL-FREE LINE

Applicant starts application by answering questions on the phone with Call Center Representative

Service Center prints answers provided on application and mails to applicant's home to complete and sign

Copies of required documents (identification, income, etc.) are mailed or FAXed to the Document Center or dropped off at Local DFR Office

Documents received by mail or FAX are scanned at Document Center to become electronic files. If more information is needed or an interview is necessary, a notice is mailed to the applicant. (**NOTE:** Local DFR Office can scan documents for Document Center)

Applicant can check status on Internet, with 24-hour call system or with Call Center Representative during business hours

When application is approved or denied, a mailed notice will let applicant know.

IN-PERSON

Applicant starts application on Internet, phone or on paper in self-service area (with assistance from staff, if needed).

Applicant completes and signs the application online, Service Center prints answers on paper and mails to applicant for signature or applicant signs paper application